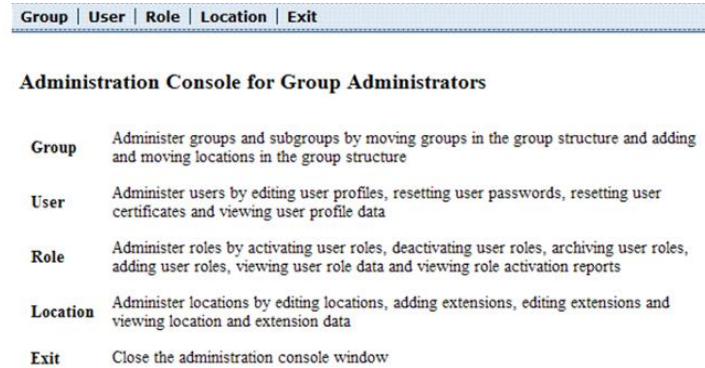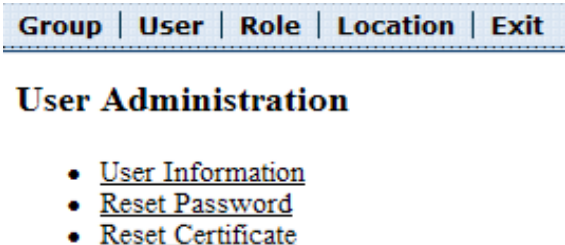# Resetting Password

Overview   WAWF has a number of methods in which a user can reset their password without needing a GAM to take any action. There is a password reset option on the WAWF main page, they can reset their own password from within their login, and if their password has expired WAWF will allow the password to be changed provided the user correctly answers the security questions. As it is there may still be some cases where the user is unable to reset their own password and will require their GAM to step in and take action. .

Procedure   Follow the steps below to reset a User's Password in WAWF.

Step	Action
1	After Logon, click on the Administration Console link at the top of the screen. **Wide Area Workflow 5.0.0** User Administration Console Government Property Transfer Documentation Lookup Logout
2	Click the **User** link at the top of the screen. Group | User | Role | Location | Exit **Administration Console for Group Administrators** **Group** Administer groups and subgroups by moving groups in the group structure and adding and moving locations in the group structure **User** Administer users by editing user profiles, resetting user passwords, resetting user certificates and viewing user profile data **Role** Administer roles by activating user roles, deactivating user roles, archiving user roles, adding user roles, viewing user role data and viewing role activation reports **Location** Administer locations by editing locations, adding extensions, editing extensions and viewing location and extension data **Exit** Close the administration console window
3	Click the **Reset Password** link **Group | User | Role | Location | Exit** **User Administration** • User Information • Reset Password • Reset Certificate

Continued on next page

Resetting Password

Procedure   The steps below are continued from the previous page.
(continued)

Step	Action
4	Enter the User ID, and then click the **Submit** link. **Group | User | Role | Location | Exit** **Reset Password** **User ID* (case sensitive)** CAPStest11 *Asterisk indicates required field. **Search for user information. Enter the 'User Id' then click the 'Submit' link.** **Submit Return**
5	Confirm that the information matches the user requesting the password reset. Then click the **Submit** link. Group | User | Role | Location | Exit **Reset Password** **User ID** / CAPStest11 — **First Name** / GySGT — **Last Name** / Zogopoulos **Email Address** / wawf_undel@ecedi.nit.disa.mil — **Commercial Phone** / 456-789-1344 — **DSN Phone** **Title** / tester — **Organization** / tester — **Rank/Grade** / tester **Password Security Question 1** / Where is your high school located? — **Password Security Question 2** / What is your pet's name? — **Password Security Question 3** / What is your favorite color? **Password Security Answer 1** / JITCanswer1 — **Password Security Answer 2** / JITCanswer2 — **Password Security Answer 3** / JITCanswer3 **Click the 'Submit' link to reset the password or click the 'Return' link to return to the previous page.** **Submit Return**
6	The one time password provided will need to be emailed to the user to inform them of their new temporary password so they can once again access WAWF. **Click the 'Submit' link to reset the password or click the 'Return' link to return to the previous page.** **Submit Return** • SUCCESS: The password has been reset. The new one time password is: #nT7bG8j68. This password should be transferred via phone and/or secure fax ONLY. The one time password should NOT be emailed and should ONLY be given AFTER the user has been authenticated. An email has been sent to CAPStest11 to inform them of the password change.